

SENIOR OFFICE SPECIALIST

DEFINITION: Under general supervision, performs a full range of clerical work or technical support work of moderate difficulty requiring independent judgment and decision making; resolves non-recurring problems; provides first level supervision of office staff; completes assignments within a matrix of office procedures; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Researches and responds to requests for general information requiring comprehensive knowledge of department policies and procedures; assists in the preparation of specialized reports requiring collection of information from various sources; composes, types and edits correspondence, reports, forms and documents; enters and verifies data in computerized system; maintains electronic and hard copy files; maintains control records of information received, assigned or dispersed; answers telephone calls, routes calls to appropriate staff and takes messages; schedules appointments and meetings; makes travel arrangements; completes appropriate travel documents and reports.

Participates in the preparation of program budget; monitors expenditures and compiles status reports; processes employee and office forms and documents; maintains documents such as ledgers, personnel records, budget data and financial records, ensures adherence to applicable policies and procedures and monitors/checks for accuracy; coordinates, schedules and tracks progress of specialized work projects or department functions; receives, logs and distributes incoming/outgoing mail; makes photocopies; transcribes minutes of meeting; monitors and orders office supplies; may supervise, monitor or coordinate the activities of subordinates.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of applicable policies, practices and procedures related to work assignment.

Knowledge of clerical/office support practices and procedures.

Knowledge of a variety of computer software, word processing, database, and spreadsheet applications.

Skill in preparing a variety of computer software, word processing, database and spreadsheet applications.

Skill in performing a variety of clerical functions at a technical or secretarial support level in an office.

Skill in organizing work efficiently and exercising independent judgment in making appropriate decisions concerning work methods.

Skill in effective oral and written communication.

Skill in maintaining filing and records systems.

Skill in operating office equipment, including computer and standard office computer programs.

Skill in following oral and written instructions.

Skill in English composition, grammar and punctuation.

Skill in establishing and maintaining effective working relationship with others.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort primarily in an office setting.

MINIMUM QUALIFICATIONS:

- An Associate's degree in Secretarial Science, Business or related field; and two (2) years responsible office experience.

THE NAVAJO NATION

Class Code: 1365
Administrative and Office Support Series
Office Support Group
Overtime Code: Non-Exempt
Pay Grade: 60

SENIOR OFFICE SPECIALIST

PREFERRED QUALIFICATIONS:

- Two (2) years of general administrative experience including customer service.
- FMIS certification.
- Proficient in Microsoft Office software and other computer applications.

SPECIAL REQUIREMENTS:

- Possess a valid state driver's License.

Supplemental Information:

Some positions may require specific licenses or certifications.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.